

July 24, 2009

Postal Customer
Garside Station
Las Vegas NV 89102

Dear Postal Customer:

As the manager responsible for local postal operations, I would like your opinion concerning a possible change in the way postal services are provided in the Las Vegas area. As you may know, we are experiencing an unprecedented decrease in mail volume and revenue and are looking at all of our operations.

We are exploring the possibility of consolidating the Garside Station operations into existing nearby stations. During this period, we are only studying the possibility and want to ensure you that our customer service will not be adversely affected. There is no current proposal for a formal change and no final decision will be made for several weeks while we gather data.

If you would like to provide input on this study, return the enclosed questionnaire by close of business Tuesday, August 4, 2009, using the pre-addressed envelope provided. Please be aware that if we formalize this study, your questionnaire will become part of an official record and will be available for public viewing.

If a decision is made to consolidate the Garside Station, post office boxes would be available at the Emerald, King, Spring Valley, and Topaz Stations.

(continued on reverse)

If you have any questions regarding this study, please contact Loretta Kirkpatrick, Manager Consumer Affairs, at 702-361-9204.

Sincerely,

Craig Colton
A/Postmaster
Las Vegas, NV 89199-9998

cc: Steve Reeves, Manager Customer Services, Garside Station
Loretta Kirkpatrick, Manager Consumer Affairs

Enclosures: Questionnaire and return envelope



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the **Garside Station** for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____



2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☐

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to cluster box units with individually locked mail compartments and parcel lockers would compare with present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☐

Please explain: _____

b. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

5. Do you currently use local businesses in the community?

Yes ☐

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☐

No ☐

Name: _____
(please print your name)

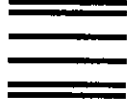
Address: _____

Telephone number: _____ Date: _____

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



Loretta Kirkpatrick
Manager Consumer Affairs
1001 E Sunset Rd
Las Vegas, NV 89199-9655



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